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COMMONWEALTH OF VIRGINIA

STATE CORPORATION COMMISSION

AT RICHMOND, OCTOBER 17, 2001

COMMONWEALTH OF VIRGINIA, ex rel.

STATE CORPORATION COMMISSION

CASE NO. PUC010186

Ex Parte: In the matter of  
revising rules governing  
payphone service and instruments

ORDER FOR NOTICE AND COMMENT OR REQUESTS FOR HEARING

By Order dated November 24, 1993, the Commission adopted Regulations for Payphone Service and Instruments (20 VAC 5-400-90). Since then, the payphone industry has changed markedly. For example, the use of payphones for certain types of calls has diminished over the last few years due to the relative ease of use and cost of cellular telephones. Also, fewer and fewer people rely on operator-assisted services from payphones, opting instead for pre-paid calling cards and other methods of network access.

Notwithstanding these trends, however, payphone service remains essential to many Virginians and the traveling public who depend upon payphones to satisfy their communications needs and who rely on operator assistance to complete their calls. Payphones also continue to be an important communications device in the event of emergencies.

Therefore, in an attempt to modernize the rules to address changes in technology and the marketplace, the Commission's Division of Communications has drafted revised rules governing payphone service and instruments ("Proposed Rules"). Both the regulations that are proposed for repeal and that are proposed for amendment appear in Attachment A, appended to this Order. The Proposed Rules apply to payphone service providers ("PSPs"), serving local exchange carriers ("serving LECs"), and operator service providers ("OSPs").

Among the revisions to the rules, the Staff proposes eliminating the rate cap on operator-assisted services for calls made from payphones, instead requiring that OSPs provide to payphone users a real-time rate quote for the selected service prior to completing the call. This change from price regulation to disclosure regulation conforms to the new era of competition in the telecommunications industry where the consumer is able to readily obtain sufficient information to make his or her own decisions.

The Staff also proposes rules that would better correlate accountability with the control over various payphone service elements, thereby including OSPs, in addition to PSPs and serving LECs, among the providers now subject to these rules.

NOW THE COMMISSION, having considered the Staff's Proposed Rules, finds that interested parties should be permitted to

comment, propose modifications or supplements to, or request a hearing on the Proposed Rules.

Accordingly, IT IS ORDERED THAT:

(1) This matter is docketed and assigned Case No. PUC010186.

(2) The Commission's Division of Information Resources shall forward the Proposed Rules to the Registrar of Virginia for publication in the Virginia Register of Regulations.

(3) On or before October 18, 2001, the Commission's Division of Information Resources shall make a downloadable version of the Proposed Rules available for access by the public at the Commission's website, <http://www.state.va.us/scc/caseinfo/orders.htm>. The Clerk of the Commission shall make a copy of the Proposed Rules available for public inspection and provide a copy of the Proposed Rules, free of charge, in response to any written request for one.

(4) Interested persons wishing to comment, propose modifications or supplements to, or request a hearing on the Proposed Rules shall file an original and fifteen (15) copies of such comments, proposals, or requests with the Clerk of the Commission, State Corporation Commission, P.O. Box 2118, Richmond, Virginia 23218, on or before November 14, 2001, making reference to Case No. PUC010186. Requests for hearing shall state with specificity why such concerns cannot be adequately addressed in written comments.

(5) On or before November 2, 2001, the Commission's Division of Information Resources shall publish the following notice as classified advertising in newspapers of general circulation throughout the Commonwealth of Virginia.

NOTICE TO THE PUBLIC OF A  
PROCEEDING TO REVISE RULES  
GOVERNING PAYPHONE  
SERVICE AND INSTRUMENTS  
CASE NO. PUC010186

By Order dated November 24, 1993, the Commission adopted Regulations for Payphone Service and Instruments (20 VAC 5-400-90). Since then, the payphone industry has changed markedly. For example, the use of payphones for certain types of calls has diminished over the last few years due to the relative ease of use and cost of cellular telephones. Also, fewer and fewer people rely on operator-assisted services from payphones, opting instead for pre-paid calling cards and other methods of network access.

Notwithstanding these trends, however, payphone service remains essential to many Virginians and the traveling public who depend upon payphones to satisfy their communications needs and who rely on operator assistance to complete their calls. Payphones also continue to be an important communications device in the event of emergencies.

Therefore, in an attempt to modernize the rules to address changes in technology and the marketplace, the Commission's Division of Communications has drafted revised rules governing payphone service and instruments ("Proposed Rules"). The Proposed Rules apply to payphone service providers, serving local exchange carriers, and operator service providers.

Interested parties may obtain a copy of the Proposed Rules by visiting the Commission's website, <http://www.state.va.us/scc/caseinfo/orders.htm>, or by requesting a copy from the Clerk of the Commission. The Clerk's office will provide a copy of the Proposed Rules to any interested party, free of charge, in response to any written request for one. The Proposed Rules will also be forwarded to the Office of the Registrar of Regulations for publication in the Virginia Register of Regulations.

Any person desiring to comment in writing or request a hearing on the Proposed Rules may do so by directing such comments or requests for hearing on or before November 14, 2001, to the Clerk of the Commission, c/o Document Control Center, P.O. Box 2118, Richmond, Virginia 23218. Comments and requests for hearing must refer to Case No. PUC010186. Requests for hearing shall state with specificity why such concerns cannot be adequately addressed in written comments.

If no requests for hearing are received, a formal hearing with oral testimony may not be held, and the Commission may make its decision administratively based upon papers filed in this proceeding.

VIRGINIA STATE CORPORATION COMMISSION

(6) This matter is continued for further orders of the Commission.

CHAPTER 400.

TELECOMMUNICATIONS.

~~20 VAC 5-400-90. Regulations for payphone service and instruments.~~

~~A.—— The following shall apply to all payphone instruments installed or made available for public use within the Commonwealth of Virginia:~~

~~1.—— Any Payphone Service Provider (PSP) properly registered, as provided for in subdivision 3 of this subsection, with the State Corporation Commission (SCC) is authorized to provide payphone service anywhere within the Commonwealth of Virginia. The provisions contained herein apply to all registered PSPs. Restricted access payphone instruments provided to confinement facilities are excluded from the registration requirement and all other application of this section. Should circumstances such as, for example, consumer complaints make it necessary, the SCC may in its own discretion amend this section for further application to restricted access instruments provided to confinement facilities.~~

~~2.—— Reliable connections to the telecommunications network and high quality service to end users are expected of all payphone providers.~~

~~3.—— The SCC assesses a nonrefundable registration fee each year for each payphone operated in Virginia. The fee is \$4.00 per year per payphone. The provider must submit this fee with the completed SCC form in order to become registered. For all currently registered PSPs and all local exchange carriers registering with the SCC for the first time, the fee and completed SCC form will be due by not later than January 1, 1998. In subsequent years, the fee will be assessed and payable to the SCC by January 1 of each~~

~~successive year. A late filing fee of 10% of the registration fee or \$25, whichever is greater, will be assessed for all registration applications and filing fees which are received by the Public Service Taxation Division and are postmarked after January 15, 1998, and after January 1 in successive years. After the SCC processes a form and completes the registration process no refunds on fees received will be allowed. New PSPs must register and pay the total fee for the year of their initial registration before beginning operation. SCC forms may be obtained by writing to the Division of Communications, P.O. Box 1197, Richmond, Virginia 23218 or by calling the Division of Communications at (804) 371-9420.~~

~~4.—— Payphone service may be provided only through telephone instruments registered by the Federal Communications Commission (FCC).~~

~~5.—— Payphone instruments must be equipped to receive incoming calls unless they are prominently marked with either the words "OUTGOING CALLS ONLY," "NO INCOMING CALLS" or other language deemed acceptable by the SCC which will reasonably advise the user that no incoming service is available.~~

~~6.—— All providers of payphone service must notify the area local exchange carrier of a payphone instrument's connection, location, provider's SCC registration number, and such other details as the local exchange company may need for billing purposes. Failure to provide accurate information could result in the instrument not being connected or being disconnected.~~

~~7.—— Where business flat rate service is available, local exchange companies will furnish access lines to PSPs at a flat rate not to exceed the private branch exchange~~

~~trunk flat rate. Where available, local exchange companies will offer optional message rate and/or measured rate business service access lines to providers.~~

~~8. — All providers must furnish local directory number information on their payphone instruments. End users of payphones may be charged by the providers for local directory assistance service. The maximum local directory assistance charge from a payphone shall be determined by rounding the local exchange company charge up to the nearest multiple of \$.05. Any long distance directory assistance charge applied to the payphone service provider by certificated carriers may be passed on to the payphone instrument user.~~

~~9. — All payphone instruments must be equipped for dial tone first.~~

~~10. — All payphone instruments must provide calling without a charge to 911 where that number is utilized by emergency agencies. All payphone instruments must allow consumers to reach an operator without charge by dialing "Operator ("0")." The operator whom the consumer reaches must provide prompt, efficient, and accurate emergency service to a consumer when requested. The SCC may require a provider to route "Operator ("0")" calls to the LEC Operator serving the area in which the instruments of the provider are located if the operator service whom the provider uses does not provide prompt, efficient and accurate emergency service to a consumer when requested.~~

~~11. — The maximum rate for local calls or extended area calls originating from all payphone instruments, whether the call is completed coin paid, billed collect, billed to a credit card, or billed to a third number, may not exceed the rate approved for the area~~



~~local exchange company including any operator assistance charges. However, a provider may initiate a proceeding before the SCC to prove that its costs cannot reasonably be met under the rate caps contained herein.~~

~~12. — The charge for all intrastate toll calls placed from local exchange company, inter exchange carrier, or cellular carrier owned pay telephone instruments shall be as specified in the tariffs on file with the SCC. The maximum charge for all intrastate, intraLATA toll calls placed from all payphone instruments may not exceed the approved charge for similarly rated calls, including any operator assistance charges, as specified in the area local exchange company tariff, plus a surcharge of \$1.00. The maximum charge for all intrastate, interLATA toll calls placed from payphone instruments may not exceed the charge for similarly rated calls as specified in the tariffs of AT&T, plus a surcharge of \$1.00. However, a provider may initiate a proceeding before the SCC to prove that its costs cannot reasonably be met under the rate caps contained herein.~~

~~13. — All providers must post consumer information and instructions on their payphone instruments as specified in subsection B of this section.~~

~~14. — In providing intrastate toll service, all providers must allow dialed user access without charge from their payphone instruments to all operator service providers' networks through their "950," "800," "1 0 XXX 0 +" or "1 0 1 0XXX 0" numbers. Dialed user access without charge must also be allowed to the local exchange operator. In those cases where the access code "0" is reserved for carriers other than the local~~

~~exchange company operator, access to the local exchange operator must be provided through the access code "\*0."~~

~~15. — All coin-operated payphone instruments must accept any combination of nickels, dimes, and quarters for local and long distance calling charges. All coin-operated payphone instruments must return any deposited amount if the call is not completed.~~

~~16. — All providers must assure that a process exists for making prompt refunds to customers.~~

~~17. — All providers must make all reasonable efforts to minimize the extent and duration of service interruptions. Ninety percent to 100% of all payphone instruments which are reported as being out of service, when the trouble condition does not require construction work, must be restored to service within 24 hours of the report receipt. The 24 hour clearance standard excludes trouble reports received on Sundays, legal holidays, and during emergency operating conditions. Out of service reports which require construction must be cleared within five business days of report receipt.~~

~~18. — Local exchange companies must furnish providers who operate within their certificated areas a listing of all central office codes working in their area. In addition, the local exchange companies must also provide information to providers on local and extended calling areas. This information must be updated by the local exchange companies and reissued to the providers as central office codes are added or deleted and as changes occur in local calling and extended calling areas. If local exchange companies wish to charge providers for furnishing the above-described information, they should submit tariffs for SCC approval which describe their proposal.~~

~~19. All payphone instruments must conform to the requirements and the timetables which are prescribed in the Americans with Disabilities Act (42 USC §12101 et seq.).~~

~~20. Failure to comply with this section may result in appropriate action by the State Corporation Commission to include disconnection of payphone instruments, fines, loss of registration for providers, loss of authority to engage in the payphone business, or any combination of these penalties which, in the judgment of the SCC, is necessary to protect the public interest. The sanctions set out in this section are in addition to any remedies that may be available through the Virginia Public Telephone Information Act (§ 59.1-424 et seq. of the Code of Virginia).~~

~~21. If it finds that the action is consistent with the public interest, the SCC may exempt a provider from some or all of the subdivisions contained herein.~~

~~B. Commission rules for pay telephone service and instruments. Subdivision A 13 of this section requires that all providers must post consumer information and instructions on their payphone instruments as specified in this subsection. Payphone instruction cards must contain, at a minimum, the following information:~~

- ~~1. Clear operating instructions.~~
- ~~2. Physical address and phone number of the payphone instrument.~~
- ~~3. Ownership of the instrument, including the owner's name, address, and contact telephone number.~~
- ~~4. Procedures for repair, refunds, and billing disputes, including specific contact telephone numbers for 24 hour contact service.~~

~~5.——Instructions on how to contact both local and long distance directory assistance.~~

~~6.——Prominent instructions specifying how to reach the local exchange operator.~~

~~7.——Clear and prominent instructions on how payphone users may reach emergency agencies. These instructions shall refer to "911" where that code is in use as a locality's emergency agency contact number. Where "911" is not in use, the instructions must specify that the desired emergency agency's telephone number be called or dial "0" for emergency assistance.~~

~~8.——If the payphone instrument is not equipped to receive incoming calls, prominent instructions which read "OUTGOING CALLS ONLY," "NO INCOMING CALLS," or other language deemed acceptable by the SCC which will reasonably advise the user that no incoming service is available must be posted.~~

~~9.——Instructions on how to reach a payphone instrument user's preferred long distance or interexchange carrier.~~

~~10.——The identity of the company normally making the charge for any intrastate long distance or local operator assisted call not handled by the local exchange company operator.~~

~~11.——A conspicuous notice stating "For long distance rates, dial..." The listed number shall be toll free to the payphone instrument user and shall connect the user to the company normally making the charge for any intrastate long distance or local operator assisted call originating from the payphone instrument. The party to whom the payphone~~

~~instrument user is connected shall be able to quote a specific rate for each call upon inquiry.~~

~~12. — Any and all other notices or information required by the Virginia Public Telephone Information Act (§ 59.1-424 et seq. of the Code of Virginia).~~

**CHAPTER 407.**

**RULES FOR PAYPHONE SERVICE AND INSTRUMENTS.**

**20 VAC 5-407-10. Applicability; definitions.**

A. This chapter is promulgated pursuant to the provisions of the Pay Telephone Registration Act (§ 56-508.16 of the Code of Virginia).

B. The provisions in this chapter apply to all payphone service providers ("PSPs"), and, where applicable, operator service providers ("OSPs"), and serving local exchange carriers ("serving LECs"). Payphone instruments located in confinement facilities are excluded from the provisions of this chapter.

C. The following terms, when used in this chapter, shall have the following meanings, unless the context clearly indicates otherwise:

"Commission" means the State Corporation Commission.

"Interexchange carrier" or "IXC" means a carrier that provides intrastate interexchange long-distance telephone service.

"Operator service provider" or "OSP" means a company that provides or contracts for call completion, by either live or automated services.

"Payphone instrument" means a telecommunications device, either coin or coinless, that imposes a charge, on a per call or use basis.

"Payphone service" means the provision of coin or coinless telephone service to the public utilizing a payphone service provider's instrument.

"Payphone service provider" or "PSP" means a company or person that provides payphone service to the public in the Commonwealth of Virginia by means of a coin or coinless payphone instrument.

"Serving local exchange carrier" or "serving LEC" means the local exchange carrier to whom the PSP subscribes for access line service.

"User" means the individual initiating a call from a payphone instrument.

"0+ call" means a call made by a user dialing the digit "0" followed by the telephone number.

"0- call" means a call made by a user dialing the digit "0" only.

**20 VAC 5-407-20. General provisions; enforcement; waiver requests.**

A. A PSP, OSP, or serving LEC shall provide records, documents, and special reports to the commission as requested by the staff.

B. A PSP shall provide written responses to data requests from the commission staff regarding payphone services and instruments within 21 calendar days of the request.

C. The commission may enforce the provisions of this chapter by any means authorized under applicable law or regulation. Enforcement actions may include, without limitation, the refusal to issue a registration certificate for which application has been made and the revocation or suspension of a registration certificate previously granted. This chapter shall not be deemed to preclude a person aggrieved by a violation of these regulations from pursuing any civil relief that may be available under state or federal law, including, without limitation, private actions for damages or other equitable relief.

D. A request for a waiver of any of the provisions in this chapter may be considered by the commission on a case-by-case basis and may be granted upon such terms and conditions as the commission may impose.

**20 VAC 5-407-30. Registration, renewal, and cancellation procedures for OSPs.**

A. OSPs shall register and pay a registration fee of \$25 each year to provide operator services from payphones starting January 16, 2002. Registration forms may be obtained by visiting the commission's website at: <http://www.state.va.us/scc/division/puc/index.htm>, by calling the Division of Communications, or by making a request in writing to the State Corporation Commission, Division of Communications, P. O. Box 1197, Richmond, Virginia 23218.

B. Upon completion of the registration process, the commission shall issue a registration certificate to the OSP to provide operator services from payphones in accordance with the provisions of this chapter.

C. Each OSP shall renew its registration certificate by January 16 of each year. To renew, each OSP shall:

1. Submit to the commission's Public Service Taxation Division a completed renewal form.

2. Pay a non-refundable renewal fee of \$25, payable to the Treasurer of Virginia and mailed to the State Corporation Commission, Public Service Taxation Division, P. O. Box 1197, Richmond, Virginia 23218.



3. In addition to the renewal fee, pay a late filing fee of \$10 for all renewals postmarked after January 16 of each year.

D. To cancel its registration certificate with the commission, an OSP shall return its renewal form marked "cancel" or send a letter requesting cancellation of its certificate by January 16 of the year it wishes to cancel its certificate.

E. After March 16 of each year, the commission may issue a Rule to Show Cause ordering any OSP that has not properly registered or canceled its registration certificate to show cause why it should not be penalized for violation of this chapter. In addition, after notice and hearing, if the OSP is found to be in violation of the provisions of this chapter, a fine of \$50, or as determined by the commission, may be imposed on the OSP, and its certificate to provide operator services from payphones in the Commonwealth of Virginia may be canceled.

**20 VAC 5-407-40. Registration, renewal, and cancellation procedures for PSPs.**

A. PSPs shall register and pay a registration fee of \$4.00 per payphone instrument before providing service to the public. Registration forms may be obtained by visiting the commission's website at: <http://www.state.va.us/scc/division/puc/index.htm>, by calling the Division of Communications, or by making a request in writing to the State Corporation Commission, Division of Communications, P. O. Box 1197, Richmond, Virginia 23218.

B. Upon completion of the registration process, the commission shall issue a registration certificate to the PSP to provide payphone service in accordance with the provisions of this chapter.

C. Each PSP shall renew its registration certificate by January 16 of each year. To renew, each PSP shall:

1. Submit to the commission's Public Service Taxation Division a completed renewal form and list of payphone instruments owned in Virginia, specifying a telephone number, physical address, the name of the serving LEC, and the OSP for each payphone instrument. The physical address of each payphone instrument shall be confidential unless and until the commission orders otherwise.

2. Pay a non-refundable renewal fee of \$4.00 per payphone instrument, payable to the Treasurer of Virginia and mailed to the State Corporation Commission, Public Service Taxation Division, P. O. Box 1197, Richmond, Virginia 23218.

3. In addition to the renewal fee, pay a late filing fee of \$1.00 per payphone, or a minimum of \$50, whichever amount is greater, for all renewals postmarked after January 16 of each year.

D. To cancel its registration certificate with the commission, a PSP shall return its renewal form marked "cancel" or send a letter requesting cancellation of its certificate by January 16 of the year it wishes to cancel its certificate.

E. After March 16 of each year, the commission may issue a Rule to Show Cause ordering any PSP that has not properly registered or canceled its registration certificate to show cause why it should not be penalized for violation of this chapter. In addition, after notice and hearing, if the PSP is found to be in violation of the provisions of this chapter, a fine of \$50 per payphone, or as determined by the commission, for all payphones previously registered may be imposed on the PSP, and the serving LEC may be ordered to disconnect service to the PSP.

**20 VAC 5-407-50. Payphone instrument and service requirements.**

- A. A payphone instrument shall be equipped for "dial-tone first."
- B. No more than one payphone instrument shall be attached to any one access line.
- C. A payphone instrument shall receive incoming calls unless it is prominently marked with the words "OUTGOING CALLS ONLY," "NO INCOMING CALLS," or similar language.
- D. A payphone instrument shall provide users with free access to the Telecommunications Relay Service system by dialing 711, as prescribed by the commission's final order in Case No. PUC000045.
- E. A payphone instrument shall allow users access to the serving LEC operator without charge. Where the access code "0" is reserved for carriers other than the serving LEC operator, access to the serving LEC operator shall be provided through the access code "\*0".
- F. A payphone instrument shall allow users to access "800" numbers and other types of toll-free service without charge.
- G. A payphone instrument shall allow users to access all OSP networks through their "950," "800," or "101-XXXX-0" without charge.
- H. A coin-operated payphone instrument shall accept any combination of nickels, dimes, and quarters for local and long-distance calling charges and return any deposited amount to the user if the call is not completed.
- I. PSPs shall have established procedures for making prompt refunds to users. Refunds must be made within 21 calendar days of a valid request to the PSP.

J. PSPs shall be responsible for acquiring and implementing programming information and necessary changes to central office codes and local and extended calling areas no later than the effective date of the change.

K. A payphone instrument reported to a PSP as being out of service must be removed or restored to service as quickly as possible, but in no event shall removing the payphone or restoring service take more than seven calendar days from receipt of the trouble report.

1. The serving LEC shall restore an out-of-service condition within 24 hours from receipt of trouble report.

2. The 24-hour restoral standard excludes trouble reports received on Sundays, legal holidays, and during emergency operating conditions.

3. Out-of-service conditions that require construction shall be restored within seven calendar days from receipt of the trouble report.

L. Prior to call completion and before any charges are incurred, each provider of intrastate operator services, whether local or toll, shall:

1. Identify itself audibly and distinctly, whether automated or live, to the user or billed party; and

2. If automated, provide instructions for the user to dial no more than two digits to obtain rate information and, if live, offer to provide rate information; and

3. If rate information is requested pursuant to subdivision L 2, disclose within sixty seconds to the user or billed party a quote of its rates or charges for the call; and

4. After providing rate information, permit the user or billed party to terminate the call at no charge before the call is connected.

M. A payphone instrument shall allow access to 911 emergency service, where available, at no charge to the user. If not available, a user must be able to reach an operator without charge by dialing 0 or \*0 or the posted emergency agency's contact number.

N. PSPs shall not charge fees for incoming calls.

O. Where available from the serving LEC, unless otherwise required to file payphone tariffs by the Federal Communications Commission, the access line service rates for PSPs shall be offered:

1. At a rate not to exceed the serving LEC's private branch exchange trunk flat rate; or

2. At optional message business rate, measured business rate, or a special payphone rate, subject to commission approval.

**20 VAC 5-407-60. Housing card.**

A. A payphone housing card shall contain, at a minimum, the following information:

1. Clear operating instructions.

2. The physical address and phone number (area code + seven-digit number) of the payphone instrument. This must be the same physical address that is provided to the serving LEC and used by 911 emergency services.

3. The PSP's certificated name, address, and free contact telephone number (area code + seven-digit number) that can be reached during normal business hours. If

the PSP's contact number is posted for refunds and repairs, then posting another contact number for the PSP is not needed.

4. Procedures for repairs, refunds, and billing disputes, including a specific contact number, such as 211 or a toll-free number. Such contact numbers shall reach a live or automated attendant.

5. Instructions on how to contact both local and long-distance directory assistance.

6. Prominent instructions specifying how to reach the serving LEC operator by dialing 0 or \*0.

7. Clear and prominent instructions on how payphone users may reach emergency agencies. These instructions shall refer to 911 where that code is in use as a locality's emergency contact number. Where 911 is not used as the local emergency contact number, the instructions shall provide the emergency agency's telephone number or specify that users may dial 0 or \*0 for emergency assistance. The operator must provide prompt, efficient, and accurate emergency service; and if such service is not provided, the commission may require a PSP to route 0 or \*0 calls to the serving LEC.

8. Prominent instructions which read "OUTGOING CALLS ONLY," "NO INCOMING CALLS," or similar language, if the payphone instrument does not permit incoming calls.

9. A statement notifying payphone users that the long-distance carrier of their choice can be obtained by following the dialing instructions provided by that carrier.

10. The identity of the OSP, with address and toll-free number, making the charge for any intrastate long distance or local operator assisted call, whether automated or live, not handled by the serving LEC operator.

11. A posted charge for a local call, including a notice of any time limits.

B. Information pertinent only to jurisdictions other than the Commonwealth of Virginia shall not be posted on a payphone instrument in Virginia.

C. If the information on the housing card is determined to be inaccurate or violates any provisions of this chapter, the PSP shall replace its housing card with correct information either during its next scheduled collection of coins or at its next regularly scheduled maintenance visit. In no event shall the housing card contain inaccurate information or violate any provision of this chapter for more than 60 calendar days.

D. Maintenance and coin collection activity shall include the replacement of housing cards that have been vandalized.

## **20 VAC 5-407-70. Penalties.**

Failure to comply with the provisions of this chapter may result in appropriate action by the commission, which may include, but is not limited to, disconnection of the payphone instruments, additional fines, registration certificate revocation, or any combination of these penalties which in the judgment of the commission is necessary to protect the public interest.